



## TERMS AND CONDITIONS OF PROVIDING EDUCATIONAL SERVICES BY

Music Hub – a non-public education and upbringing institution and  
Music Hub – a non-public institution for continuing education

### GENERAL PROVISIONS

1. Joining the classes means accepting and observing Music Hub's terms and conditions, along with giving consent for processing personal data by Music Hub for administrative, informative, and marketing purposes in accordance with the Personal Data Protection Act of 29 August 1997 Journal of Laws No. 101 item 926.
2. In cases of minor participants, the provisions of Music Hub's terms and conditions shall apply also to their parents and legal caretakers.
3. Participation in classes is possible only when a participant or (in case of minor students) a participant's parent or legal caretaker has started working with Music Hub by signing a contract. The only exception is a one-time sample lesson, which a participant can attend after paying a one-time fee before the lesson, as per Music Hub's price list available at [www.musicclub.pl](http://www.musicclub.pl).

### ORGANIZATION OF CLASSES

1. Classes in groups take place in accordance with the Music Hub schedule available at [www.musicclub.pl](http://www.musicclub.pl), while individual classes are arranged with the Music Hub office.
2. Minors are enrolled by their parents or legal caretakers.
3. Students shall care for their own and other students' safety.
4. Students shall care for school property (including the instruments). The Service User shall cover the costs of and shall be liable for all damages caused by the student.
5. Students shall arrive to the classes on time and take active part in them.
6. If the student is late for classes, the classes will not be extended.

### MONTHLY FEES

1. Fees are payable in advance at the beginning of the month for the number of lessons planned in a given month, calculated based on the price list and the Music Hub schedule available at [www.musicclub.pl](http://www.musicclub.pl) and in the Music Hub office.
2. Invoices are issued on the first day of the month and sent in electronic form directly from the invoicing system at the service user's e-mail address provided at enrolling.
3. Monthly fees shall be paid to the 7<sup>th</sup> day of each month. Failure to collect the invoice does not relieve the party from the obligation to pay the fee.
4. In case of Service User's non-compliance with the obligation to pay or in case of delays in payment, the student may be removed from the list of students.
5. Payments shall be made by bank transfer to Music Hub bank account no. **79 1140 2004 0000 3802 7737 6645** with specifying **the invoice number or student's name and the month** for which the payment is being made.
6. The day of crediting the bank account of Music Hub is deemed the day of payment.

## **SEMESTER FEE**

1. The Service User can pay for the whole semester in advance. In such a case, they are entitled to a 5% discount of the total amount payable for the selected classes in a given semester.
2. If a student changes the day of taking classes during the semester, due to the varying number of days in each month, the fee shall be recalculated and, in case of excess payment, the service provider shall be refunded, and in case of underpayment, the service provider shall make outstanding payments.

## **STUDENT'S ABSENCE – INDIVIDUAL CLASSES**

1. A student can **change the date of 2 individual lesson** in each semester if the service user informs the Music Hub office about the Student's absence **to 5 p.m. of the day preceding the absence** by writing an e-mail at: kontakt@musiclub.pl or via text message at: +48 577 609 909. In such a case, the class shall be rescheduled on a date arranged between the student and the teacher, not later than until the end of this semester.
2. Student's absence on more than 2 classes per semester, regardless of the reason for it, does not affect the monthly fee for classes (missed classes will not be worked off).
3. In a fortuitous event when the worked-off class does not take place due to the fault of Music Hub, the fee shall be returned.
4. The rules governing how absences are reported in accordance with terms and conditions apply also to worked-off classes

## **STUDENT'S ABSENCE – CLASSES IN GROUPS**

1. A student can work off an unlimited number of absences in a parallel group in each semester if the service user informs the Music Hub office about the Student's absence to 5 p.m. of the day preceding the absence by writing an e-mail at: kontakt@musiclub.pl or via text message at: +48 577 609 909. In such a case, the date of the worked-off class must be arranged with the Music Hub office.
2. Classes must be worked off in the same semester in which the student was absent.
3. If the student fails to work off absence in parallel groups before the end of the same semester, the fee for missed classes shall not be returned.

## **TEACHER'S ABSENCE**

1. Classes cancelled by the teacher shall be conducted on a different day, arranged with the student, within 30 days from cancelling the classes.
2. In case of a longer (lasting over a week) absence of a teacher, Music Hub shall organize a substitute.

## **QUITTING CLASSES**

1. If a student wants to quit classes during the sample period (30 days from the date of signing the contract), Music Hub shall be informed about such a decision by e-mail within maximum **3 business days** after attending the last class.
2. Quitting classes in the following months shall take effect at the beginning of the following month.
3. Return conditions in case of payments made for the whole semester in advance are specified in the contract.

## **ORGANIZING THE TIME BEFORE AND AFTER CLASSES**

1. Due to the fact that there are children in Music Hub, everyone shall change their footwear in the cloakroom.
2. Before and after the classes, minor participants shall be under the care of their Parents/Caretakers. Music Hub shall not be liable for children left without care.
3. Music Hub shall not be liable for property left unattended.
4. During concerts and events organized by Music Hub, children shall be under the care of their Parents or Caretakers, unless it has been clearly stated that in a given time, children are under the care of a person representing Music Hub.

## **GENERAL PROVISIONS**

1. The terms and conditions apply from 1 September 2018.